

**From:** mitchen  
**To:** Microsoft ATR  
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**Subject:** Microsoft Settlement

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Dear Ms. Hesse:

I am a software developer and IT professional. I've been following the Microsoft Antitrust case and recent developments with the DOJ settlement. As a professional, I can testify that Microsoft is a monopoly and its dominance affects average consumer who have to pay a high price for a not so good product. To give you an example of a monopoly, let me ask you if you have a TV set at home? When you purchased your TV, did you go to a big store where a sales person helped you to choose among dozens, if not hundreds, of different models, didn't her/she? Even if you went to a small shop on the corner, you probably looked at a few models anyway. When you brought your TV home and hooked it up to your antenna or satellite dish, how many channels can you watch? Probably more than one, at least. You get your network channels, your cable channels, your public television, and of course all these home shopping channels on all kinds of airwaves spectrum. Now, please let me know what would it be called, if you go to a store to buy a TV and all the brands and models belong to the same manufacturer. Well, you want to watch TV, so even if all the sets are made in one place, based on one technology, rely on the same set of commands and have the same menu for operations, you still would buy it, because again, you really want to watch TV and you don't care about the brand that much. Ok, you brought your TV home, you hooked it up to whatever you have: antenna on the roof, your satellite dish, you cable or all of the above. You are done working, it's time to have fun. You grab you coke and pop-corn, get in your favorite chair, grab the remote and push the Power button. Ta-da! You are watching it and everything is great but suddenly you are starting to notice that you can watch only certain channels. And the stingiest thing is that you are watching only channels which are owned by the same company which manufactured your TV. Even though there are a lot of channels to choose from and they offer a seemingly great number of topics and programming, they still all originated in the same place where your TV set was made. Your friend tells you about some other channels which you can't get on your TV. You have to go through enormous pain to get those "other" channels on your TV: you have to call that nerdy guy from work and have him do some

magic work on your TV, downloading and installing different special systems to allow compatibility of your TV with "other" channels. Ok, you spent enough time and effort to get your TV fully compatible with all channels and programs. Few months (weeks, days, minutes) later, you get news from the company which manufactured your TV that your set is very insecure, full of hidden problems, dangerous to operate if you don't know what you are doing and all your neighbors can see what's going on in your living room through your new TV set's screen. You are panicking, you are calling tech support, the nerdy guy from work and other experts in TV so that they protect your privacy and your living room. Again, almost all the problems seem to be solved, but you are a little bit jumpy and you don't look at your new TV the same way as only a short time ago. There are still some problems with your TV. Did I mention that you can't buy VCR, DVD player, stereo or any other system to connect to your TV, unless it's also manufactured by the same company that made your TV set? And of course, VCR tapes and DVD discs that you rent at your favorite rental store must only be made by... guess who? You got it, your TV set manufacturer! But even this is not the worst part. Soon you hear again from the manufacturer that all remaining problems with your TV will be fixed in the new model which you must buy to ensure that your viewing pleasure continues since the company is changing format of all its TV, radio, video, etc. programming and only the new model TV set will be able to receive it. Devastated, you throw away your "old" but still perfectly good TV set (except that it's kind of useless now) and get in line at your favorite big (or small) TV store to buy the new latest and greatest TV set. And the story continues again and again in the same manner. So, do you think that this is a monopoly? I hope you do, and I hope that you will pass this message around to other people in DOJ. Please let me know if you have any question or if I can be of any help to you and your colleagues in this matter.

Sincerely,

-Alexander Mitchen

IT developer